



NSO-NAP 7

VEGAN- VEGETARIAN Guide For Certification Programme



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by NSO



0 FOREWORD

The licenced and accredited certification bodies are the companies that provide control and Certification. The control and Certification programme are arranged for controlling of product according to NSO-NAP 7 VEGAN & VEGETARIAN standard criterias and being Certification of product. These application principles match with i-NAF, NBE and NATACCS policies. The licenced and accredited Certification bodies appropriately carry out the procedure and Certification accordance with the related legal legislations and NSO-NAP 7 VEGAN & VEGETARIAN criterias.

1 SCOPE

In this document; the methods for evaluation and Certification of the applicant company's (customer) production area, products and plants and the required actions have to be done for completing the Certification period both the, Licenced and accredited Certification body, and the company, are being explained

The companies and their products, which operate in accordance with the requirements of NSQ-NAP 7 VEGAN & VEGETARYEN standard criteria and the articles below, are independently controlled and certified.

2 CONFIDENTIALITY

With the confidentiality policy, it is aimed to protect the confidentiality of the information given by the company to the Licensed and Accredited Certification Body and to create mutual trust.

All the employees of the Licenced and accredited Certification body are responsible for ensuring the confidentiality of the informations, that seen during the visit of the product and inlet control, of the applicant company (customer)

The Licensed and Accredited Certification Body is responsible for ensuring the confidentiality of the information that all employees see during their visits to the applicant company (customer) for business, product and input control. Unless a legal need is required the Licensed and Accredited Certification Body will not give any information about the activities within the scope of the contract to the authorized state authorities and judicial bodies and the organization that have authorized it, without the written consent of the contracted company.



3 GENERAL REQUIREMENTS

3.1 For starting and carrying out the Certification procedure the company should provide all the requested information and the documents

3.2 The licenced and accredited Certification body notified the company about the provided information about the Certification process including corrective / pretentive activities and in the case of missing documents and deficiencies

3.3 The company should ensure that the deficiencies are corrected within the period determined by the Licensed and Accredited Certification Body.

3.4 Fees are paid in the amounts specified in the proposal and at the specified time. Certificate documents are not issued if payment is not made within the time specified in the proposal. In addition, in the event that additional control fees that may be performed are not paid, the certificates issued and delivered to the company are suspended or provided to return to the Licensed and Accredited Certification Body. The company that does not provide a certificate return is deemed to have accepted the provisions of the compensation lawsuit to be filed by the Licensed and Accredited Certification Body.

3.5 The company should allow the necessary controls to be carried out within the periods specified in the proposal and control program by the Licensed and Accredited Certification Body.

4 CERTIFICATION APPLICATIONS AND CONTRACT

4.1 Company forward its request to Licenced and Accredited Certification Body. If the application form can not supplied to Licenced and Accredited Certification Body by the company, The Licenced and Accredited Certification Body sends the application form to company

4.2 Application form is filled and sent to Licenced and Accredited Certification Body with the required informations

4.3 A price offer is submitted by the Licensed and Accredited Certification Body, taking into account the filled in the application form, In case of acceptance of the price offer, the contract is prepared and sent to the customer. The contract and price offer are approved by the company and sent to the Licensed and Accredited Certification Body together with the additional required documents.



4.4 After the examination and approval of the contract by the licensed and accredited certification body authorities, a copy and other documents are sent to the company.

4.5 A file is opened for the Company by the Licensed and Accredited Certification Body and the customer number is given.

4.6 The certification activity of the Licensed and Accredited Certification Body covers only the transactions related to the products and services under the control of the firm that included in the application form.

5 REQUESTED DOCUMENTS AND INFORMATIONS FOR THE EVALUATION OF APPLICATION DOCUMENTS

Official documents of the company (Trademark Registration Certificate (s), Business Registration / Approval Certificate, Trade Registry Gazette, Tax Plate, Signature Circus, Social Security Record , Production Special Permit, License, Report etc.), Product Content Information, Final The Product Test Report and descriptive information should be sent to the Licensed and Accredited Certification Body together with the contract approval.

6 CONTROL / AUDIT PROGRAMME

6.1 Licensed and Accredited Certification Body will make the most appropriate determination for the dates of the activities to be monitored by examining the existing documents.

6.2 After the payment of required fee to Licenced and Accredetid Certification Body and evaluation of documents, if there is nothging missing, The first control for the company activities or the decision for Certification / labelling can be taken without visit

6.3 In cases where a control decision is made, the control dates are determined by the Licensed and Accredited Certification Institution by contacting the Company, depending on whether they are informed or not.

6.4 Licensed and Accredited Certification Body makes control visits at least once a year to companies that have been given control decisions within the scope of NSO-NAP 7 VEGAN & VEGETARIAN criteria.

6.5 During the control the conformity to; activities of the company , NSO-NAP 7 VEGAN & VEGETARIAN criterias and terms of use for Logo/Brand/Label will be controlled

6.6 In the case of doubtful of the Licenced and Accredited Certificaiton Body that during the production the forbidden materials are used, samples are be taken and sample analysis have



to be done by a Control Laboratory that is registered according to ISO/IEC 17025 criteria and approved by Lincenced and Accredited Certification Body

6.7 In site control, the company is expected to fulfill the following:

6.7.1 Providing controllers with sufficient information to conclude that the production or process operations are carried out in accordance with the NSO-NAP 7 VEGAN & VEGETARIAN criteria

6.7.2 To verify the the production systems related to the certification program are established and executed, the access of the controllers to the facilities, personnel and records should be ensure.

6.7.3 To be ready for the necessary cooperation in resolving any inappropriate situation related to production.

6.8 Control Content and Details

6.8.1 Pre-Audit:

6.8.1.1 Licensed and Accredited Certification Body ensures that the pre-audit is applied in a correct and standard way. Performing a pre-audit depends on the customer's preference and request, it is not mandatory. It is determined mutually by considering the size / demand / current status of the company

6.8.1.2 A positive result of the pre-audit does not mean that the certification audit will be positive in any way. The customer Company cannot make a request in this direction. The pre-audit can not be done more than ½ day

6.8.1.3 After pre-audit according to request of the customer, the audit report can be written. For the pre-audit, a fee is requested according to audit day. The daily fee for the pre-audit may be same as the normal audit daily fee

6.8.2 Certification Audit:

6.8.2.1 If the applicant company requested certification audit, the according to filled application form;

Licenced and Accredited Certification Body fills the Audit Proposal / contract (Only Certification, recertification audit). When the customer approves the Audit proposal / contract, it replaces the contract.



In order to accept the validity of the contract, the customer is obliged to send the following documents and information verifying records, the "Audit Proposal / Contract" form, which replaces the contract, and the records that may affect the contract. (According to the changes in the organization, location and scope of the firm, the Licensed and Accredited Certification Body has the right to revise the contract.)

In the case of request of the company , the CV of the audit team members is sent to company

6.8.2.2 The company has the right to object to the members of the audit team. If there is an objection to the members of the audit team based on objective evidence, a new audit team is appointed.

6.8.2.3 The Audit proposal and audit team are formed according to Licenced and Accredited Certificaiton Body Criteria

6.8.2.4 Before audit, lead auditor and members of audit team examine the product contents and determined the what need to be done during the audit

6.8.2.5 Applicant Companies must operate the NSO-NAP 7 VEGAN & VEGETARIAN criteria in a way that sufficient registration is achieved.

6.8.2.6 New controls are made for organizations serving in more than one location in the same way. It is not subject to special and separate calculations.

6.8.2.7 After the company approves the audit proposal, the Quality Management representative determines the audit team suitable for the audit. "The personnel assigned with the "Audit team assignment form" is informed to the company before the audit.

6.8.2.8 Site inspection is done for:

The purpose of the site audit is to measure whether the client's NSO-NAP 7 VEGAN & VEGETARIAN criteria are fulfilled. Controls are applied at the customer's address.

The purpose of the site audit, is determining the

Site Control / Audit includes the following items;

a) All the information and evidence to be accepted should be in accordance with the NSO-NAP 7 VEGAN & VEGETARIAN criteria and the applicable legislation if there is.



b) Compliance of the current Production Management system with the Vegan & Vegetarian Criteria,

c) Operational control of company processes

e) Management responsibilities for Vegan & Vegetarian policies

6.8.2.9 The audit team review the product content and Vegan & Vegetarian criteria during the site audit of the certification applicant company

The audit are performed according to NSO-NAP 7 VEGAN & VEGETARIAN criteria. During the audit the opening and closing meetings are recorded by the "Opening Closing Meeting Form". In the Opening and Closing meetings, attention is paid to the criteria in the Opening Meeting Agenda Items and Closing Meeting Agenda Items forms.

6.8.2.10 During the audit, the auditors collect the objective evidences and fill the "Audit Control Form and Report" completely.

6.8.2.11 Nonconformities detected during the audit are recorded in the "Nonconformity Form". "Non-Compliance Forms" prepared with the closing meeting are given to the company and mutually signed.

6.8.3 Recertification Audit:

6.8.3.1 Certificate renewal audit is the audits performed to re-certify the companies when the validity period of the certificate (1 year) expires.

6.8.3.2 Company are contacted at least 1 month before the expiry of the certificate validity period and a response is requested from the company. If the company does not respond or request continuation of the certificate , the certificate loses its validity at the end of the validity period.

6.8.3.3 If the company wants to be certified again after the expiry of the validity period, the application is treated as the first certification (price advantage disappears), not as a recertification.

6.8.4 Types of Nonconformity;

Major (Great Nonconformity) : Absence of one or more substances of the NSO-NAP 7 VEGAN & VEGETARIAN criteria..



Minor (Small Nonconformity) : non-conformities that do not directly affect the NSO-NAP 7 VEGAN & VEGETARIAN criteria.

6.8.5 Company sends the corrective actions to be performed after audit by writing on “Nonconformity Form” which is left to company

The company should make a plan and inform the audit lead auditor and “Licenced and Accredited Certificaiton Body” about the activities made for nonconformities without endagering the validity of the certificate

Nonconformities must be closed within the time period mutually determined with the customer (max. 3 months). If the non-conformities are not closed within this period, the certification process of the company is canceled. Payment is not refunded

6.8.6 The lead auditor may decide on the follow-up audit in the following situations.:

- To see the corrective actions on site,
- In case the audit includes significant nonconformities (Major-Great nonconformity situation).

The evaluation of the follow up audit is done at the site by the lead auditor and decision is given by the Certification Committee

6.8.7 Follow-up audit is done by the lead auditor participating in the certification audit. The audit proposal is planned and made like a certification audit.

The follow up audit is performed by the lead auditor that

6.8.8 Certification Decision;

6.8.8.1 If no nonconformities have been detected after the audits have been performed or if the lead auditor secures that the detected nonconformities have been closed, the lead auditor prepares the audit report and with the other relevant documents, makes an offer to the Certification Committee about the certificate whether to given or not

Licensed and Accredited Certification Body ensures that the persons participating in the surveillance audit or recertification decisions are different from those who perform the audits.

The Licenced and Accredited Certificaiton Body assumes to be

Minimum documentation to be submitted to the Certification Committee:



- Audit Plan
- Participant List (on request)
- Audit control form and report

6.8.8.2 At following 15 day after a company, loads the Certification, recertification, follows up, change of scope / change of adress etc. audit documents, the Certification committee members should decide the Certification or continuous of the certification / suspending or cancelation of certificate

It is ensured that those who make the certification decision are different from those performing the audit. The Committee Member is selected from those who meet the Licensed Auditor criteria.

A Vegan / Vegetarian Certificate is issued to companies that are audited or whose documents are evaluated and decided to certify.

6.8.8.3. Latest 1 year after the Certification audit, the recertification audit is performed.

7 CERTIFICATION SANCTIONS

Suspension, withdrawal and cancellation of certification-related documents in the event of deficiencies or violations detected in the control activities carried out according to NSO-NAP 7 VEGAN & VEGETARIAN criteria are generally applied in the following cases.

7.1 Corrective actions determined by the Licensed and Accredited Certification Body are not carried out within the specified time frame,

7.2 Postponement of the control program or not allowing control without giving a reason by the company

7.3 Detection of practices contrary to NSO-NAP 7 VEGAN & VEGETARIAN criteria and / or other legislation,

7.4 Not to pay the amounts specified in the price offer at the specified time

7.5 Detection of any misuse of the relevant logo or certificate of NSO-NAP 7 VEGAN & VEGETARIAN. In the case of suspension, withdrawal or cancellation of the certificates, the company will immediately stop the activities in the scope of certificates. The Licensed and Accredited Certification body would inform the company with a formal written about the



reasons of suspension, period of suspension and the conditions recovery from suspension. The suspension period is a maximum of 6 months. After the suspension period end, the Licenced and Accredited Certification Body would again search for the suspension reasons, in the case of conditions to be right, the suspension would be end and the certificates would be activated

The Licensed and Accredited Certification Body does not have to pay back the payments made up to that time regarding the withdrawn or canceled certificates. The Licenced and Accredited Certification Body must announced the withdrawn certificates on the web site of organisation www.veganvejetaryen.org. In the case of withdrawn and cancelation of the certificates, this certificates, logos and advertisiment materials could not used by the company in anyway and all the certification documents should give back to Licenced and Accredited Certification Body

8 APPEALS, DISPUTES AND COMPLAINTS

The company must send the appeal petition to the Licensed and Accredited Certification Body, together with the documents supporting the objection in its justification and annex, within 30 days after receiving the penalty notice, except in cases requiring urgent return. Within seven (7) days after the objection reaches the Licensed and Accredited Certification Body, the objections are evaluated by the relevant units and the relevant decision is notified to the company. If the objection continues, the issue is brought to the agenda of the neutrality committee and action is taken according to the decision to be made here . The decision of the committee is the final decision, it cannot be objected or applied to legal sanctions.

9 CERTIFICATION AND LABELING OF PRODUCTS

9.1 The control process is continued as planned by the Licensed and Accredited Certification Body, at the conclusion stage; NSO-NAP 7 VEGAN & VEGETARIAN Control and Audit Report is notified to the company with its nonconformities. Resulting of the control report of the company that resolves or not resolve the nonconformities and after that evaluation of the Certification departmant, the Vegan/Vegetarian certificate is prepared according to requests on aplication form to appropriate ones

The Licensed and Accredited Certification Body ensures that the issued certificate (s) are published on the website of the organization www.veganvejetaryen.org.

NOTE: *Certificate (s) that are not published on the website of the organization www.veganveger.org are not considered valid.*



9.2 The certification document, after being signed by the authorized person, is delivered to the company. The certificate contains in detail the definitions about the company, the products certified, the type of certificate and the reference numbers related to the applicable standards.

9.3 The Licenced and Accredited Certification Body visit the company at specific periods about the products which controlled and certificated and given the permission to use logo and makes evaluations in terms of compliance with the rules.

9.4 NSO-NAP 7 VEGAN & VEGETARIAN Label / Logo will be used within the scope of Logo Usage Guide.

9.5 The company that will use Logo / Label will submit the drafts prepared for use to the approval of the Licensed and Accredited Certification Body before applying.

9.6 Company that has permission to print Logo / Brand / Label; It has to act in accordance with the rules set by the Licensed and Accredited Certification Body and is directly responsible for the proper use of the material with this documentation.

10 EXPANDING AND REDUCING THE CERTIFICATION SCOPE:

The company, which has a certificate for only some of the production activities carried out, can make a request to the Licensed and Accredited Certification Body for activities to be carried out in other fields of activity related to Vegan / Vegetarian production and processing or other production sites (to expand the scope of certification).

10.1 For this purpose, the entrepreneur should send to the Licensed and Accredited Certification Body, in addition to the filled form, the documents containing the required product contents regarding the requested development. A new certificate can be issued after the necessary examinations and evaluations by the Licensed and Accredited Certification Body..

10.2 In case of scope reductions realized at the request of the company, the petition of the entrepreneur regarding the subject is requested. As a result of the control and follow-up procedures carried out by the Licensed and Accredited Certification Body, the company is notified in writing and the scope reduction procedure is applied in case of violations that require reducing of the scope.



11 CHANGES THAT CAN BE MADE IN THE CONTROL SYSTEM RULES

Authorized bodies of the Licensed and Accredited Certification Body; According to the NSO-NAP 7 VEGAN & VEGETARYEN criteria related to control bodies, updates and changes in national or international regulations, as a result of the revision after the controls; the Licensed and Accredited Certification Body may change the rules of the Control System and / or the list of fees applied.

11.1 Following the decision to change the control system rules, The Licenced and Accredited Body would inform the related companies by contact about the changes. Companies must perform the necessary correction activities in this context.

This guide; It is a document of the Licensed and Accredited Certification Body and the organization, as well as a part of the Offer / Contract Form.

<p>LICENCED AND ACCREDITED CERTIFICATION BODY</p> <p>.....</p> <p>.....APPROVAL</p>	<p>COMPANY APPROVAL:</p> <p>.....</p> <p>.....</p>
<p>NAME / SURNAME / DUTY</p>	<p>RESPONSABLE OF SIGN NAME / SURNAME /DUTY</p>
<p>STAMP - SIGNATURE</p>	<p>STAMP - SIGNATURE</p>